

Limited Lifetime Warranty

Warranty on Shutter Frames and Shutter Panels

Shutters are warranted against such defects in material that might result in blistering, peeling, cracking, flaking, corroding, and fading of the shutter frame or panels from the date of installation. This warranty will remain in effect only if normal cleaning practices are followed periodically (see section "Maintenance and Cleaning").

AZ Window Covering extends this Limited Warranty on all working components to the original purchaser only, and applies to custom products properly installed.

This warranty does not apply to any product damaged by accident, misuse, abuse, or discoloration caused by sunlight, the passage of time or smoke as determined by AZ Window Covering .

Wood shutters are manufactured from natural wood products and some slight warping may occur. Color and graining from slat to slat may differ due to the natural differences in the wood itself. AZ Window Covering warrants its Shutters from excessive warping for a period of six months from date of install. The availability of wood colors and stains is subject to change without notice. AZ Window Covering will make every effort to color match to an existing color, but reserves the right to acquire a written sign off prior to commencing production on the order.

Product Use

This warranty applies only in respect to products used strictly for the purpose for which they were intended. AZ Window Coverings are intended for internal use only.

Warranty Limitations

AZ Window Covering liability is limited solely and exclusively to repair or replacement at the sole discretion of AZ Window Covering , and under no circumstances will AZ Window Covering be liable for incidental or consequential changes such as, but not limited to, labor costs for any purposes, inconvenience, damage or injury to persons or to property, or any other expense.

Replacement Parts or Repairs

AZ Window Covering reserves the right to discontinue or change any AZ Window Covering as currently manufactured. If an exact replacement part is not available, AZ Window Covering reserves the right to substitute parts of equal quality at its sole discretion.

Maintenance and Cleaning

AZ Window Covering suggests that all wooden shutters use a normal maintenance routine (washing with mild soap using a soft cloth, or simply dusting the blinds utilizing a dust cloth or dusting pad.

Exclusions from Warranty Coverage

The following are excluded from coverage under this warranty, and an applicable service charge will be incurred for all in home service calls commencing 60 days from date of installation.

- a. Exposure to air pollutants and normal atmospheric conditions may cause the shutter to gradually suffer an accumulation of surface dirt or stains. These are normal occurrences and are not covered under the AZ Window Covering warranty.

Exclusions from Warranty Coverage

- b. Any defect, malfunction, or failure to perform which has occurred because of unreasonable use, improper application, or failure to perform a reasonable or necessary maintenance
- c. Any damage to the shutters or components of the shutters caused by settlement or structural defects of the building in which they are installed.
- d. Any damage caused by wind, hail, lightning, or other acts of God, intentional acts, accidents, negligence, or exposure to harmful chemicals or pollutants.
- e. Damage caused by improper handling or installation.
- f. Any shutter which has been repaired or modified or attempted to have been repaired or modified by any person other than a duly authorized representative of AZ Window Covering.
- g. Shutters are light controlling, not total black out as explained by the AZ Window Covering salesman prior to accepting the order. Upon acceptance/installation of the shutters by purchaser, AZ Window Covering will not be held liable for any issues.
- h. Shutters made without divider rails, too wide, too high, or over the maximum square footage are not warranted.
- i. Additional exclusions which are not covered are: broken louvers, pins, tilt rods, normal wear & tear from opening and closing the shutters, magnets, staples, intentional damage.

All Shutters are warranted for a period of 90 days from date of installation. The above "Exclusions from Warranty Coverage" will apply after this timeframe, and a service charge will be implemented to all repair orders.